



# Bulletin

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## Tips on Improving the Food Ordering Process

The USDA Food Ordering and Customer Service (FOCUS) Team again welcomes all participating States to the newly centralized food ordering system. We are very pleased with the tremendous cooperation that our FOCUS Team members have received from each of your “food ordering” specialists. After working with you over the last couple of months, we thought that it might be helpful if we provided you with a few tips on how we think we can serve you better. See below:

1. **Adding and Changing Orders.** Email us short notes whenever you make adjustment to food orders. This will ensure that our invitation actually reflects all adjustments.
2. **Updated Contact Information.** Remember to update any changes in your school contact information (e.g., new staff, changes in phone numbers, email addresses, etc). Please email your updates directly to Matthew Fisher at [Matthew.Fisher@fns.usda.gov](mailto:Matthew.Fisher@fns.usda.gov) or Janet West at [Janet.West@fns.usda.gov](mailto:Janet.West@fns.usda.gov). Personnel changes occur periodically and we want to make sure that we have the latest contact information for your State. The FOCUS Team will also notify you whenever there is a change in our contact information and we will post it on the FOCUS website at: [www.fns.usda.gov/fdd/focus/focus-contacts.htm](http://www.fns.usda.gov/fdd/focus/focus-contacts.htm).
3. **Contract Amendments.** Make sure contract amendments are submitted at least 30 days before the contracted delivery period. We’ve made it simple; you can email the contract amendments to us to help speed up the process. Contract amendments change delivery order information after contracts have been awarded to vendors. Note: Submitting of contract amendments should be the exception, not the rule.
4. **Report of Shipment Received Over, Short and/or Damaged (FNS-57).** Any issues with over, short and/or damaged commodities should be conveyed to Kansas City Commodity Office (KCCO) specialists. Complete form FNS-57 and submit to KCCO, Financial Operations Division, Mail Stop 8578, P.O. Box 419205, Kansas City, MO 64141-6205.
5. **Questions or Problems.** If you have a question or problem, please *email* it to us. This will help us to get a quick response to you. Also, please keep a record of the status of the problem. Our goal is to get you the help you need when you need it.

These tips are intended to help us better serve you and to ensure the highest level of customer service that we can offer to you. We encourage you to e-mail any suggestions or tips on how you think that we at USDA can better serve you so that we can add them to this list. Please email your suggestions or tips directly to Janet West, our Customer Service Representative. Janet’s email address is [Janet.West@fns.usda.gov](mailto:Janet.West@fns.usda.gov).

Thanks again for visiting the site! And remember, a list of USDA food ordering contacts is also posted on the FOCUS website at: [www.fns.usda.gov/fdd/focus/focus-contacts.htm](http://www.fns.usda.gov/fdd/focus/focus-contacts.htm).